CAPPS HR/Payroll Service Requests (SRs) Report
Date of Report: 10/01/2020

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		44
Configuration		3
ELM	Assigned	16
	In Development	1
	In Work	17
	System Test	1
ELM		35
Employee Self Service (ESS)		7
ESS Employee Self-Service		1
HR Human Resources		246
Interfaces		13
Learn		2
Mgr Self Service (MSS)		8
MSS Manager Self-Service		1
None	Assigned	1
	Awaiting Customer	1
None		2
Not Applicable		6
PeopleTools		3
Performance Mgmt		32
POS Position Control		4
PY Payroll	Assessment	19
	Assigned	90
	Awaiting Customer	7
	In Work	23
	Pending Prod Approval	2
	System Test	1
PY Payroll		142
Recruiting		24
Reports		31
Security		29
SPRS Payroll		2
TL Time and Labor		196
Grand Total		831

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Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	10
Assessment	83
Assigned	425
Awaiting Customer	103
In Development	1
In Work	182
Pending Prod Approval	8
Rework	7
System Test	12
Grand Total	**831**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	3
	Configuration	2
	ELM	1
	Employee Self Service (ESS)	1
	HR Human Resources	27
	Interfaces	2
	Mgr Self Service (MSS)	1
	Performance Mgmt	4
	PY Payroll	28
	Recruiting	1
	Reports	1
	Security	9
	TL Time and Labor	12
High		**92**
Medium		**359**
Low		**380**
Grand Total		**831**

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Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	1
Assessment	12
Assigned	37
Awaiting Customer	5
In Development	1
In Work	23
Pending Prod Approval	5
Rework	2
System Test	6
Grand Total	**92**

All SRs by Status

(Includes Closed, Completed after 09/01/20)

Status	Count of Status
Acceptance Testing	10
Assessment	83
Assigned	425
Awaiting Customer	103
Closed	65
Completed	875
Hold	13
In Development	1
In Work	182
Pending Prod Approval	8
Rework	7
System Test	12
Grand Total	**1784**

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CAPPS HR/Payroll Trend Report – Service Requests

Sept. 2019 – Sept. 2020

Status	SEP 2019	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP 2020	Totals
Opened	844	680	652	571	572	589	634	583	474	504	784	640	826	8353
Closed	866	841	547	601	662	583	627	584	475	562	674	520	940	8482

Monthly trend for SR's opened and closed

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